

# Mobile OS Unlocking Hardware & Software

## Cellebrite, Inc Responses to Request for Proposal dated 03/29/18

### Lawful Access iOS Device Unlock Tool



# Mobile OS Unlocking Hardware & Software

Melanie Ditzenberger  
mditzenberger@acgov.org  
Phone: (510) 382-3343

March 30, 2018

Dear Captain Ditzenberger,

Thank you for the opportunity to provide responses to the Alameda County. Cellebrite is proud of its long-standing partnership with Alameda County. This experience has allowed us to fully understand and appreciate your individual needs and some of the gaps in the forensic evidence process that we can help fill.

Cellebrite has successfully demonstrated that it is a trusted and reliable vendor and partner for many Law Enforcement and District Attorney offices. We are tremendously proud of the impacts that we have made in helping our Federal, State and Local Law Enforcement customers, working with State and local law enforcement to serve, protect, and improve the lives of its citizens and keep communities safe.

On behalf of Cellebrite, thank you for giving us the opportunity to respond to your needs and we look forward to continuing a mutually rewarding partnership. Our contact information is provided below if you have any questions.

- Company name: Cellebrite Inc.
- mailing address: physical address: 7 Campus Dr. Suite 210, Parsippany, NJ 07054
- point of contact: James Rowley
- telephone number: 760-783-1522
- fax number: 858-397-9785
- e-mail address: [james.rowley@cellebrite.com](mailto:james.rowley@cellebrite.com)
- DUNS number: 033095568
- company business size: Large
- GSA: N/A

Sincerely,

*James Rowley*

James Rowley

Director SLED Sales

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## Executive Summary

### **CELLEBRITE UNIVERSAL FORENSIC EXTRACTION DEVICE (UFED)**

In 2007, Cellebrite introduced the Universal Forensic Extraction Device (UFED). The UFED evolved from Cellebrite's Universal Mobile Extractor (UME), which had been developed as a phone-to-phone data transfer tool for wireless carriers' points of sale. Law enforcement forensic examiners, who saw the potential for criminal investigations, worked with Cellebrite to develop a forensically sound solution: one that would extract mobile device data without altering it.

### **UFED Premium Services History and Overview**

Cellebrite recognizes the challenges of law enforcement today and thereby invests heavily in our own research and development efforts to provide cutting-edge tools for our customers. Mobile device technology is very dynamic and advanced smart phones have become increasingly difficult to access, typically hiding critical evidence that is needed for the investigative process and winning cases. UFED Premium Services was first to market worldwide in 2016, and today we have the capability to unlock and access over 60 iOS models and over 170 Android models. To date we support ALL iPhone models up to 11.x iOS and numerous Android devices. We are installed in over 5 continents and our solution has NEVER been challenged in court.

### **Cellebrite Advanced Services (CAS) Tysons Corner, VA and Parsippany, NJ**

Cellebrite offers Advanced Unlocking & Extraction Services at two of its U.S Based offices for both non-Premium and Premium Services Law Enforcement customers. We follow a chain of custody model (approved Search Warrant, etc.) and Law Enforcement agents can bring their devices into our facility, or ship them in for us to perform unlock and advanced extraction services. Cellebrite Advanced Services (CAS) experts provide law enforcement agencies with forensically sound, early access to sensitive mobile digital intelligence. Retrieve the full file system on the latest Apple iOS and Google Android devices without jailbreaking or rooting to access significantly more forensically sound data than other conventional methods. Advanced Services provide:

- Unlocking and extraction for the latest Apple iOS devices including all iPhone models (iPhone 4S to iPhone X), iPad, iPad mini, iPad Pro and iPod touch, running iOS 5 to iOS 11.x.
- Unlocking and decrypted physical extraction of most Samsung devices including Galaxy S6/S7/S8, A5/A7/A8, J1/J3/J5/J7, Note 5/Note 8.
- Decrypted Physical extractions available for most models
- Decrypted contents of Samsung SecureFolder available
- Technical services and supported device list are continuously updated as OS updates and new devices are released

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## **CELLEBRITE GLOBAL TRAINING OPERATION**

Cellebrite currently operates a global training academy serving local, state and federal law enforcement organizations across the United States and the world. Classes are available thru online on demand, online instructor lead, and dedicated training classrooms in Tysons Corner, VA and customer hosted sites. We maintain, on-staff, a strong bench of highly-skilled subject matter experts, all former law enforcement practitioners complimented by a carefully vetted internal staff of instructional systems designers and professional certification managers. We develop industry recognized certification courses, regularly maintained to keep pace with the rapidly moving mobile market. offers the industry's leading experts in forensic training, instructional systems design, and professional development of certification programs.

### **Product Description:**

These specifications apply to a special purpose microcomputer (hardware unit) with proprietary software capable of auto-discovering the passcode and extracting all available data from a locked iOS device. An iOS device includes such devices as the iPhone, iPad, and iPod Touch running the Apple iOS mobile operating system. Access to the passcode of iOS devices in a locked state is required in order to gain access for the purpose of forensic analysis of the data residing on the device.

IOS unlock technology delivered in the form of a hardware unit allows for fast and efficient access to the iOS device while maintaining the chain of custody in order to extract and analyze evidentiary data once lawful access is established.

Cellebrite is very proud of the speed to determine the passcode and unlock devices. From simple 4-digit pin code in minutes to complex 6-digit pin and alpha numeric codes using our Autonomous Brute Force programs (ABF), our advance unlocking process is an industry leader.

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## Specifications

Bid Items and Specifications	Meets Requirement (Check Mark)
<p><b>➤ Cell Phone Unlocking Tool</b></p> <ul style="list-style-type: none"><li>➤ Ability to unlock password-protected, high-end smartphones (iPhones and/or Androids)</li><li>➤ Ability to obtain a full-file system extraction from the device once it is unlocked</li><li>➤ Extract "keychain" and "email" data</li></ul> <p>Cellebrite capabilities</p> <ul style="list-style-type: none"><li>➤ Forensically Sound Extraction</li><li>➤ Physical extraction for 32-bit devices</li><li>➤ Resilient attack</li><li>➤ Field proven; 1,000+ iOS device unlock/extract track record</li></ul>	
<p><b>➤ iOS Support</b></p> <ul style="list-style-type: none"><li>➤ Apple iOS 9.x / 10.x / 11.x</li><li>➤ support for iOS 5.x / 6.x / 7.x / 8.x</li><li>➤ Apple iOS 8.X – CELLEBRITE ONLY</li></ul>	
<p><b>➤ Device Support</b></p> <ul style="list-style-type: none"><li>➤ iPhone 5/5c/5s/SE</li><li>➤ iPhone 6 &amp; 6 Plus / 6s &amp; 6s Plus</li><li>➤ iPhone 7 &amp; 7 Plus</li><li>➤ iPhone 8 &amp; 8 Plus</li><li>➤ iPhone X</li></ul>	

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- iPad Air & Air 2
- iPad mini 2, 3, 4
- iPad (2017)
- iPad Pro (1st & 2nd gen)
- iPod Touch (5th & 6th gen)

## Cellebrite additional capabilities

- iPhone 4s
- iPad mini (original)
- iPad 2, 3, 4
- Samsung
- Samsung Exynos
- Galaxy S6 / Note 5
- Galaxy S7
- Galaxy S8 / Note 8
- Samsung Qualcomm
- Galaxy S7
- Samsung Qualcomm
- Galaxy S8
- SM---G950U only
- SM---G955U only

## Training and Installation (additional information)

### **CELLEBRITE UFED PREMIUM SOLUTION INCLUDES:**

- Site License for specified # of actions and n-number of premium unlock systems
- Includes all new unlock/extraction capabilities introduced throughout the duration of licensing support term
- Installation of Windows-based hardware and accessories, plus onsite training of designated DEA Service personnel
- Training conducted at the specified location. This capability is strictly provided for the use of the

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<p>approved and designated personnel assigned (3-5 personnel per system), and not to be shared with others, and for the sole use of DEA personal in a secure, private area</p> <ul style="list-style-type: none"><li>• “Actions” may be used to Unlock, Decrypt and Extract based on the Cellebrite evolving offering</li><li>• “Actions” do not expire</li><li>• License Term with initial 12-month maintenance and support</li><li>• Accessibility to software updates, bug fixes and help desk support for License Term from contract start date, RMA for hardware exchanges</li><li>• Options available after initial 12-month maintenance and support term:<ul style="list-style-type: none"><li>▪ Unused “Actions” <u>do not expire and will continue to remain valid.</u></li><li>▪ Annual Post Contract Support-only (PCS) can be purchased at the end of the initial 12-month maintenance and support term. Annual PCS shall provide continued support on unused actions at the renewal price in effect at time of purchase. This subsequent PCS includes software updates, bug fixes and help desk support for a period of 12 months.</li><li>▪ Additional “Actions” purchase options available.</li></ul></li></ul>	
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**Cellebrite Inc.**

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 Parsippany New Jersey 07054  
 United States

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 Tax ID#: 22-3770059  
 DUNS: 033095568  
 CAGE: 4C9Q7  
 Company Website:<http://www.cellebrite.com>



Digital intelligence  
 for a safer world

**Quote**

Quote#

Q-35034-1  
 Mar 30, 2018

Date:

**Bill To**

Alameda County Sheriff's Office  
 2901 Peralta Oaks Ct.  
 3rd FL  
 Oakland, California 94605  
 United States

**Contact:**

Phone:

**Ship To**

Alameda County Sheriff's Office  
 2901 Peralta Oaks Ct. 3rd FL  
 Oakland, CA 94605  
 United States

**Contact:**

Phone:

Customer ID	Good Through	Payment Terms	Currency	Sales Rep
SF-00040730	Jun 22, 2018	Net 30	USD	James Rowley

Product Code	Product Name	Qty	Start Date	End Date	Serial Number	Net Price/Unit	Net Price
B-AIS-02-120	UFED Premium Desktop including annual license and 120 actions	1				USD 205,200.00	USD 205,200.00
UFED Premium Desktop including annual license and 120 actions							

SubTotal	USD 205,200.00
Shipping & Handling	USD 0.00
Sales Tax (9.25%)	USD 18,981.00
Total	USD 224,181.00

Comments:  
 will pursue two options

For further information please email James Rowley at [james.rowley@cellebrite.com](mailto:james.rowley@cellebrite.com) or call 760.783.1522

**Terms and conditions:**

- Payment terms: Net 30; 1.5% per month interest on late payment
- Shipping: FCA, Parsippany, NJ, USA : Limited Warranty: Hardware: 12 Months; Software: 60 days; Touch Screen: 30 days
- 12 months software support included in initial purchase. The next support period purchased begins immediately at the end of the 12 months, i.e., no gaps in support period are allowed.

Cellebrite has two different terms of sale.

Any purchase of unlocking services are governed by

<http://legal.cellebrite.com/CB-us-us/index.html>.

Any purchase of UFED Premium are governed by

<http://legal.cellebrite.com/home/usa-ufed-use-agreement-01292018.pdf>.

Any other purchases of products or services, including training, are governed by

<http://legal.cellebrite.com/us/index.html>.

In addition to these terms, software is licensed by Cellebrite in accordance with an end user license agreement available at <http://legal.cellebrite.com/us/Cellebrite-EULA.pdf>.

In the event of any dispute as to which terms apply, Cellebrite shall have the right to reasonably determine which terms apply to a given purchase order.

**\*SALES TAX DISCLAIMER:** Cellebrite Inc. is required to collect Sales and Use Tax for purchases made from the following certain U.S. States. Orders are accepted with the understanding that such taxes and charges shall be added, as required by law. Where applicable, Cellebrite Inc. will charge sales tax unless you have a valid sales tax exemption certificate on file with Cellebrite Inc. Cellebrite Inc. will not

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Prepared by James Rowley

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refund tax amounts collected in the event a valid sales tax certificate is not provided. If you are exempt from sales tax, you must provide us with your sales tax exempt number and fax a copy of your sales tax exempt certificate to Cellebrite Inc.

Please include the following information on your PO for Cellebrite UFED purchase:

- Please include the ORGINAL QUOTE NUMBER (For example - Q-XXXXXX) on your PO
- CONTACT NAME & NUMBER of individual purchasing and bill to address
- E-MAIL ADDRESS of END USER for monthly software update as this is critical for future functionality